MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2019/2020

DCS5138 – MANAGEMENT INFORMATION SYSTEMS

(For Diploma students only)

18 OCTOBER 2019
3.00 p.m. – 5.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **3 pages** excluding the cover page.
2. Answer **ALL** the questions in the **Answer Booklet.**

5 Structured Questions (50 marks)

Question 1

a) What is globalization? What are the THREE impacts of Information Systems on globalization?

[4 marks]

b) Explain ONE problem that may occur in each dimension of Information Systems (Management, Organization, and Technology).

[3 marks]

c) MMU to open another three branches of its campuses outside of Malaysia. Describe the nature of this decision and the level of management involved.

[2 marks]

d) Explain the type of Information System that is well suited for MMU management officers from three different countries to make decision more efficiently.

[1 mark]

Question 2

a) Describe the THREE sub systems of the Enterprise Wide Knowledge Management System?

[3 marks]

b) Describe the type of system that a Software Engineer uses to design and build an application.

[1 mark]

c) Provide an example of Intelligent Technique that can be used to filter spam emails in an organization email system.

[1 mark]

d) ABC enterprise would like to open a fast food restaurant that sells varieties of burgers. Analyze the business proposal of ABC enterprise using Porter's Competitive Forces Model.

[5 marks]

Continued.....

Question 3

a) Majority of traditional file systems have been replaced by relational databases. List down TWO drawbacks of using traditional file systems to store data as compared to relational databases.

[2 marks]

b) Draw an Entity-Relationship Diagram between a computer shop and computer part supplier.

[2 marks]

c) What are the characteristics of Transaction Processing Systems (TPS), Management Information Systems (MIS), Decision Support Systems (DSS), and Executive Support Systems (ESS)?

[4 marks]

d) Discuss the business benefits of using Enterprise Systems and Supply Chain Management Systems.

[2 marks]

Question 4

a) What are key loggers, Denial-of-Service attacks (DDOS) and SQL injection attacks?

[3 marks]

b) Discuss the mechanism of public key encryption to secure a data.

[2 marks]

c) Describe the FIVE steps in Business Process Management (BPM) on how Pelita Nasi Kandar (Indian Muslim) restaurant can sell their food online.

[5 marks]

Continued.....

Question 5

a) What are the tangible and intangible benefits of having Information Systems in an organization?

[2 marks]

b) Discuss a mechanism on how a project can be planned and controlled. Give an example of the said mechanism.

[2 marks]

c) The popularity of Web and social networking has opened up more debates and discussions on the privacy policy issues. Discuss TWO methods on how user information can be obtained directly or indirectly by the browsing website.

[2 marks]

d) What is Intellectual Property? Discuss the THREE main ways to protect intellectual property.

[4 marks]

End of Page.